



City of Boston, Massachusetts
Office of Police Accountability and Transparency
Evandro C. Carvalho, Executive Director

CIVILIAN REVIEW BOARD (CRB) - COMPLAINT #174

Date of Incident: March 6, 2023

Time of Incident: 11:45 PM until 6:10 AM the following day

Location of Incident: Dorchester, MA 02124

Date of filing: March 8, 2023

Investigator Name: Diana Vergara

BOSTON POLICE DEPARTMENT EMPLOYEES:

Employee Name	District	Employee ID #	Sex	Race
Officer Angel Figueroa	E13	012119	M	Hispanic
Officer Gregory O. Thornton	B3	155473	M	No Specifics
Lieutenant Kevin P. McGoldrick	E13	011340	M	White
Emergency Comm Spec-Support Analyst Debra Bynum	Operations Division	090551	F	Black

CASE PROCEDURAL HISTORY:

This is the first time this case has been brought before the CRB.

SUMMARY OF ALLEGATION:

On March 8, 2023, Complainant filed a complaint with the Office of Police Accountability and Transparency (OPAT). Complainant alleged filing a missing child report with Boston Police District B-3 after her daughter left home on March 6, 2023. Despite assurances that her daughter's information would be entered and missing person alerts sent, Officers from E-13 police station falsely claimed that the Department of Children and Families (DCF) had authorized the release of Complainant's daughter to a non-relative 44-year-old man who had arrived at the station with her. Meanwhile, officers threatened to arrest Complainant as a domestic violence suspect and denied her access to her minor child. Complainant alleged that officers engaged in deceptive practices, including deleting and



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rewriting police reports, providing false information to Worcester Police and DCF, and stonewalling Complainant for hours. Complainant alleged officers' actions endangered her daughter's safety and delayed her safe return until Worcester Police intervened. Officers' actions also compromised the well-being of Complainant's daughter and violated Complainant's rights.

APPLICABLE RULES & LAWS

1. **Rule 102§4 (Neglect of Duty):** This includes any conduct or omission which is not in accordance with established and ordinary duties or procedures as to such employees or which constitutes use of unreasonable judgment in the exercising of any discretion granted to an employee.
 - a. **Officer Gregory O. Thornton:** Complainant alleged that there was a delay in the Be On The Look Out (BOLO) alert, no inter-district handoff, and a failed follow-up
 - b. **Officer Angel Figueroa:** Complainant alleged that the officer released her minor daughter to a non-relative, unfamiliar adult male, failed to ID her as missing, falsely reported filing a 51A report from the Massachusetts Department of Children and Families (DCF). Officer Figueroa further misinformed Lieutenant Goldrick when he told him that a trusted family acquaintance would take the child in, and the child wished to go with him.
 - c. **Lieutenant Kevin P. McGoldrick:** Complainant alleged officer approved release without DCF/parental contact, signed a flawed report. Took no action on the police report from March 6, 2023, at 11:45 PM until March 7, 2023, at 8:20 AM.
 - d. **Emergency Comm Spec-Support Analyst Debra Bynum:** Analyst delayed/failed to broadcast a citywide missing person alert.



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SUMMARY OF INVESTIGATION:

1. On March 14, 2023, Investigator Vergara reviewed copies of the **police report I#XXXXXXXXXX** provided by Complainant and by BPD. The report showed that Officer Gregory O. Thornton responded to Complainant's house at 10:01 PM on March 7, 2023. BPD Operations broadcasted a description of Complainant's minor daughter. It also showed that the Emergency Communication Spec-Support Analyst Debra Bynum faxed and notified the Missing Person Unit, and a Missing Person number was generated. The report also showed that Sergeant Detective John G. Burrows was notified.
 - a. Investigator Vergara made several email attempts to interview **Debra Bynum**, ID #090551, from the Missing Persons Unit on December 6, 2023; December 29, 2023; February 8, 2024; and August 1, 2025. However, Debra D. Bynum did not respond.
 - b. Investigator Vergara made several email attempts to interview **Officer Gregory O. Thornton** ID #155473, on August 2, 2024; October 28, 2024; December 23, 2024; and August 1, 2025. However, Officer Thornton did not respond.
 - c. Investigator Vergara made several email attempts to interview **Detective John G. Burrows** ID #099722, on February 8, 2024, and October 28, 2024, and August 1, 2025. However, Detective Burrows did not respond.
2. Investigator Vergara reviewed the copies of the police report **I#XXXXXXXXXX** provided by Complainant. This report was completed by Officer Angel Figueroa from E13 on 03/06/2023 at 8:20 PM and approved by Lieutenant Kevin P. McGoldrick at 8:22 AM on 03/07/2023. The report states that at 10:45 PM, Complainant's minor daughter expressed that her mother attacked her by hitting her with an open hand on the face and throwing some things at her. This is the first time Complainant's minor daughter had contact with BPD after Complainant reported her missing. Officer Figueroa labeled this report as Child Endangerment. Officer Figueroa also noted in the report that a 51A was completed, and DCF was notified.
 - a. Investigator Vergara sent multiple email interview requests to Lieutenant Kevin P. McGoldrick, ID #011340, on November 29, 2023; December 6, 2023; February 8, 2024; and August 1, 2025. Despite these efforts, Lieutenant McGoldrick failed to respond.



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3. On March 24, 2023, Investigator Vergara reviewed the **audio recording** of a phone call made on March 7, 2023, with BPD personnel provided by Complainant. In the recording, an unidentified officer from District B-3 can be heard speaking to Complainant while referencing Report #IXXXXXXXXXX and CAD Sheet #PXXXXXXXXX.
- a. During the call, the officer stated that District B-3 had no direct contact with Complainant's minor daughter and that it was District E-13 that handled the matter. He explained that the incident occurred during a shift change at approximately 22:45 hours (10:45 PM), and that the Department of Children and Families (DCF) had been notified. The officer also mentioned that Complainant's minor daughter declined medical attention and that B-3's only involvement was filing a missing person report. He reiterated that the report in question was authored by E-13 personnel.
 - b. According to the report I#XXXXXXXXXX, at around 22:45 hours, Complainant's minor daughter walked into District E-13 to report an altercation with her mother at XX XXXXXXXX Street. The victim stated that earlier in the evening, a verbal argument escalated into a physical altercation during which her mother struck her in the face with an open hand and threw a remote control and a soda bottle at her. The victim also reported that she was staying at a friend's house and had been given a ride there.
 - c. In the audio, Complainant is heard telling the unknown B-3 officer that an officer from E-13 had questioned how she obtained the information about her daughter's visit to the station. The B-3 officer responded, *"I'm telling you the truth. I'm looking at the report right now, it's right in front of my face."*
 - d. Complainant further explained that when the B-3 officer transferred her call to E-13, she informed the E-13 officer that her daughter had come into the station, as relayed by the B-3 officer. The E-13 officer allegedly responded, *"Who said that? That's not true."* This prompted Complainant to call the B-3 officer back for clarification. The unidentified B-3 officer directed Complainant to refer to CAD Sheet #PXXXXXXXXX.



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4. On March 15, 2023, Investigator Vergara requested a **copy of the 51A report** and any related communications between the Boston Police Department (BPD) and the Department of Children and Families (DCF) to assess whether BPD and DCF were coordinating the child's placement. BPD informed the investigator that 51A reports are sent directly to DCF and that BPD does not retain copies.
5. On March 16, 2023, Investigator Vergara **submitted a record request to DCF to obtain the 51A** report and any related communications to determine if DCF and BPD were collaborating on the child's placement. The Assistant General Counsel and Records Access Officer at DCF informed Investigator Vergara that a release form was required to access the records.

Complainant's interview:

6. On March 20, March 21, March 31, 2023, and on August 1, 2025, Investigator Vergara spoke with Complainant about her complaint. Complainant stated the following:
 - a. Complainant stated on March 6, 2023, after a disagreement about schoolwork and phone privileges her 15 year old daughter left her home. Concerned for her safety, Complainant called 911 at 9:30 PM and filed a missing child/runaway report with Boston Police District B-3. Two uniformed officers responded to her home and assured her that the information would be entered into the system within two hours and an alert would be sent to local departments.
 - b. At 1:39 AM on March 7, Complainant called B-3 for an update but was told there was no new information. At 3:13 AM, she called again and was informed that her daughter had entered Boston Police District E-13 at 11:45 PM with an unknown adult male, later identified as a 44-year-old, and filed a police report falsely claiming that Complainant slapped her and threw two household items at her.
 - c. The B-3 officer read the report to Complainant and then transferred her call to District E-13. During multiple recorded conversations, E-13 officers gave inconsistent information. They claimed the Department of Children and Families (DCF) authorized custody of her daughter to the adult non relative man, despite her daughter only knowing him for less than three hours. The



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officers ignored the fact that an active runaway report had already been filed.

- d. Alarmed, Complainant called DCF's emergency line around 4:00 AM. A supervisor confirmed that DCF had no active case and had not authorized anyone to take custody of her daughter. Complainant initiated a three-way call with DCF and E-13. During this call, an E-13 Sergeant abruptly hung up after making a dismissive remark. Complainant's further attempts to reach someone via phone at E-13 failed.
- e. Complainant's eldest daughter was present during a phone call when an officer threatened Complainant with arrest if she attempted to pick her up.
- f. Subsequently, on March 7, 2023, Complainant went to E-13 with her eldest daughter and sister. Around 11:00 AM, the head supervisor at E-13 stated that no police report existed under the number she provided and that a 51A abuse report had been filed. He informed her that her daughter couldn't be released until the investigation concluded.
- g. On March 7, 2023 at 1:06 PM, Complainant called DCF again, who confirmed that no abuse report had been filed and that she had every right to retrieve her daughter. Complainant then contacted Worcester Police and a DCF social worker. At 11:35 AM, she followed up again with District E13. At 12:35 PM, a Sergeant arrived at E-13 and handed her a two-page report containing the adult male's information. The report claimed that the daughter had given the man permission to take custody, and that he was a "*family friend*." E-13 officers claimed they had conducted a background check.
- h. Having been denied custody of her daughter despite having full legal and physical rights, Complainant returned to E-13 with her family and tried to speak to someone in authority. Her lawyer advised her on what to say. One officer told her they had spoken with Worcester Police and that only the daughter could request her own release.
- i. Meanwhile, Worcester Police, now learned from Complainant that they received false information from E-13. They confirmed that no DCF case existed. At 12:00 AM on March 8, Worcester officers went to the address where the daughter was staying. However, the adult male claimed that only Complainant could pick her up. Complainant and her sister returned with custody documents.



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- j. Complainant alleged that Worcester officers expressed alarm by how the case had been handled. They stated that if Complainant had come to them first, the situation could have been resolved much faster. At 4:54 AM, a Worcester officer verified Complainant's custody rights and escorted her to retrieve her daughter. A second officer entered the home, told the daughter to pack her belongings, and warned the adult male that he was lucky not to be arrested for filing a false report. Complainant brought her daughter home safely at 6:10 AM.
- k. Complainant never received a call from E-13. However, her sister later received a call from an officer apologizing, saying, *"I'm not calling as an officer, but as a father."* Complainant considered going to the media with her story, but became ill and delayed action.
- l. Complainant alleged that Boston Police District E-13 knowingly engaged in deceptive practices to cover up gross negligence. Officers released her daughter to a non-relative adult male without verifying custody or contacting Complainant or DCF. They treated her as a suspect, told her she would be arrested if she attempted to retrieve her daughter, and falsely claimed DCF had approved the custody transfer. They informed her that, as a "suspect" in a domestic violence case, she had no right to her daughter, despite no such charges or case being open.
- m. Complainant further alleged that E-13 attempted to cover their actions by deleting or rewriting the original police report filed at 11:45 PM. Fortunately, she had recorded the original version during her call with B-3. When confronted, E-13 stonewalled her and her family, giving them false information for hours, allowing the adult male time to potentially relocate her daughter.
- n. Complainant alleged that no one from the Boston Police notified Worcester Police or DCF about the situation. Complainant had to contact DCF herself and request a well-being check at the address listed in the police report. She alleged that DCF confirmed Boston Police never contacted them about her daughter and had never been involved and had not authorized any custody decision.



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- o. Because of these actions, Complainant feared she might never see her daughter again. She stated that Boston Police placed her daughter in a potentially dangerous situation that could have resulted in her minor daughter being trafficked or exploited. Thanks to Worcester Police, the daughter was safely retrieved and is now staying with trusted family members.
7. On March 24, 2023, Investigator Vergara reviewed the **CAD sheet PXXXXXXXXX, case number IXXXXXXXXX for March 6, 2023**, and observed that on March 6, 2023, at 9:40:46, Complainant called to report that Complainant's 15-year-old minor daughter ran away 40 minutes ago and had done it in the past. Complainant gave a description of her daughter, stating that her daughter went to CVS to call her boyfriend, and she didn't know where Complainant's minor daughter's boyfriend lives. Boston EMS was notified to "*Be On The Look Out (BOLO)*." Investigator Vergara observed that the call Priority was a 3, and the Final priority was a 3.
8. On March 31, 2023, Investigator Vergara listened to the **turret tape for CAD sheet PXXXXXXXXX, case number IXXXXXXXXX for March 6, 2023**. Investigator Vergara was able to observe that at 9:40 PM, Complainant called B3 to report a runaway that had happened 40 minutes earlier and that she had run away before. Investigator Vergara was also able to observe that the dispatcher told Complainant that the next BPD Officer was going to be sent to her house for assistance. At 10:01 PM, the dispatcher sent BPD Officer Thornton, Gregory to Complainant's house. At no point in her review of turret tape did Investigator Vergara hear a broadcast of the description of Complainant's minor daughter.
9. On March 24, 2023, Investigator Vergara reviewed the **Event Information sheet PXXXXXXXXX, case number IXXXXXXXXX, regarding an "Investigative Person - Missing Person Report" dated March 6, 2023, at 9:40 PM**, entered by the Operations Division, Webster, Geneese ID #083366. This call was designated as **Priority 3 (or lower)**. It was noted that the IVP-MSPER code applies to individuals aged 18 and over. According to the BPD 911 Call Taking Protocols, this priority indicates that the presence of the individual is necessary, but the response can be delayed.



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- a. It's observed that BEMS had a BOLO at 9:40 PM on 3/6/2023 for a Missing Person report.
 - b. Investigator Vergara made several attempts via email to interview Webster ID #083366, on January 13, 2024; August 1, 2023; August 6, 2023; August 8, 2023; December 29, 2023; February 8, 2024; and August 1, 2025. However, Webster did not respond.
10. On March 31, 2023, Investigator Vergara listened to the **911 call** dated 03/06/23. This call is in relation to the CAD sheet on step 8. Complainant stated that she is calling to report a runaway. She stated that Complainant's minor daughter was 15 years old and left the house 40 minutes ago. She also stated that this has happened many times before. She stated that Complainant's minor daughter is 4'11, dark skin, curly afro, brown eyes, thin build, black coat with fur trimmed hood, red dragon T-shirt, black sweat pants. She also stated that she called CVS at 450 Washington St and called her boyfriend, whose whereabouts she is not sure of. The dispatcher stated that they will be sending the next available officer to assist her.
11. On March 24, 2023, Investigator Vergara reviewed the **CAD sheet PXXXXXXX, case number IXXXXXXX**, and observed that there was an advised call filed on 03/06/2023 at 10:58 PM for an Investigative Person. According to BPD, an advised call is a call that is created in the CAD sheet for a report or just to document a call that came through 911 that didn't need to be dispatched. In this case, it was created in the base (E-13) for a walk-in report. Investigator Vergara observed that time of this event overlapped with Complainant's minor daughter entering into District E-13 to report the incident with a 44 year old adult male. This was also the first time that BPD had in person contact with Complainant's minor daughter. Investigator Vergara observed that the event was created by Officer Angel Figueroa under the initial Type: Investigative Person/Investigative Child.
12. On March 24, 2023, Investigator Vergara reviewed the **Event Information sheet PXXXXXXX IVPER- INVCHD**. The Investigative Person/Investigative Child report was created by Officer Figueroa on 03/06/23 at 10:58 PM. According to the BPD 911 Call Taking Protocols, the *IVPER* code is referred to when a person needs to be investigated for suspicious activity or causing a problem, and *INVCHD* is the



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code for concerning a child that may be in trouble.” Officer Figueroa labeled it as **Priority 1**. According to the BPD 911 Call Taking Protocols, this priority is given when police response is critical. It was also noted under Remarks that Officer Figueroa had two entries of reports on 3/6/23. One at 10:58:29 and 10:58:52.

13. On March 24, 2023, Investigator Vergara reviewed the **BWC footage for Officer Gregory O. Thornton (#155473)**. The video showed Officer Thornton arriving at Complainant's address on March 6, 2023, at 10:15 PM and confirming that Complainant's minor daughter had run away in the past. Complainant is recorded as filling out a form detailing Complainant's minor daughter's information. The video concludes thereafter.
 - a. Investigator Vergara made multiple attempts to interview Officer Thornton on August 2, 2024; October 28, 2024; December 23, 2024; and August 2, 2025. Despite these efforts, **Officer Thornton** failed to respond to any of the requests.
 - b. Investigator Vergara was informed by the BPD that **no body-worn camera (BWC) footage existed for Officer Angel Figueroa**.
 - c. There is **no BWC footage available for the rest of the BPD employees**.
14. On April 3, 2023, Investigator Vergara spoke with the **adult male who accompanied Complainant's minor daughter**, who made it clear that he witnessed no police misconduct. He stated firmly that both BPD and Worcester Police provided protection to Complainant's minor daughter when necessary. He offered to testify that Complainant previously had a case with the Department of Children and Families (DCF), but it had been closed. He asserted that DCF is failing to take the proper measures to ensure the safety of Complainant's minor daughter.
 - a. Adult male who accompanied Complainant's minor daughter recounted an incident from March 6, 2023, when Complainant's minor daughter reached out to him, needing a ride because her mother had physically harmed her, leaving her vulnerable on the streets. He emphasized that he knows Complainant's minor daughter well, as she and his daughter are friends from school.



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- b. On March 7, 2023, at 1:00 am, Worcester Police arrived at his home with Complainant's minor daughter's aunt. He stated unequivocally that Complainant's minor daughter did not want to live with her aunt, which led the police to allow her to stay with him instead. He reported that the aunt subsequently threatened both him and his family for providing shelter to Complainant's minor daughter.
- c. At 3:00 am, Worcester Police returned to check on the adult male who accompanied Complainant's minor daughter's household to see if Complainant's minor daughter's aunt had attempted to intrude again. Adult male who accompanied Complainant's minor daughter asserted that at 5:00 am, Complainant came to his home, accompanied by the Worcester Police, demanding to take Complainant's minor daughter back. He stated that Complainant left with Complainant's minor daughter thereafter.
- d. Adult male who accompanied Complainant's minor daughter confirmed that a Detective from BPD contacted him to verify his personal information, clearly stating he was not under investigation. On March 7, 2023, he communicated with DCF three times. During the first call, he spoke to an individual named Alex, who intimidated him by suggesting potential court involvement regarding his actions. He reiterated that the Boston Police Department was fully aware of the circumstances because Complainant's minor daughter had previously filed a report against her mother and sought refuge with him.
- e. During the second conversation with DCF, he spoke with a woman who appeared to grasp the situation properly. She inquired about events that had transpired and assured him she would follow up later. He believed the third call was a follow-up with the same woman.
- f. Additionally, on March 7, 2023, adult male who accompanied Complainant's minor daughter spoke with a BPD Detective, providing the contact information for the individuals he had communicated with at DCF to facilitate better coordination between law enforcement and DCF. Although he couldn't recall the exact times or the name of the Detective, he was aware that two days later, BPD reached out to confirm Complainant's minor daughter's location. He firmly stated that she had left with her mother.



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15. On March 23, 2023, Investigator Vergara called Complainant to request permission to **speak with Complainant's minor daughter** regarding the BPD misconduct. Complainant denied the request.
16. On March 24, 2023, Investigator Vergara reviewed the police reports **Report I#XXXXXXXXXX from B3** provided by BPD. It was observed that B3 responded to two (2) radio calls for a missing person, one on March 6, 2023, at 10:48 PM, and the second call on March 7 at midnight. Investigator Vergara also **reviewed the original and supplemental police reports: I#XXXXXXXXXX** with the same incident number **from E13**. Investigator Vergara observed that the first police report was filed on March 6, 2023, at 11:04 PM for assault, and the second police report was filed on March 7, 2023, at 8:00 AM for child endangerment. Investigator Vergara observed that these reports were made when Complainant's minor daughter arrived at E13 for the first time after she ran away.
17. On March 24, 2023, Investigator Vergara reviewed and observed that the **copies of the police report provided** by Complainant were identical to the ones BPD provided to Investigator Vergara, except one which was **police report I#XXXXXXXXXX - Offense Modifying Supplement -1 Report** that had a narrative filed on March 8, 2023, confirming that the Complainant minor's daughter had been located and returned to her family with the assistance of the Worcester Police. Due to not being able to interview all officers, Investigator Vergara was not able to confirm the reason for this change in the report.

BPD Officer Angel Figueroa interview:

18. On June 26, 2023, Investigator Vergara interviewed BPD **Officer Figueroa**, who was accompanied by Attorney Ken Anderson, who both consented to having the interview audio recorded. The interview was conducted by Investigator Vergara and assisted by Deputy Director John Steies. Officer Figueroa stated that on March 6, 2023, he was working a day shift (7:30 AM-4:00 PM) and continued to work an overnight shift until 11:45 PM. Officer Figueroa stated that he remembered taking a report for Complainant's minor daughter, who walked in with the Adult male. Officer Figueroa stated that Complainant's minor daughter was alleging that her mother was assaulting her and throwing a couple of items at her, such as a remote and a soda bottle, and hitting her with an open hand in the face. Officer Figueroa



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stated that he asked Complainant's minor daughter if she needed an ambulance, to which Complainant's minor daughter said no.

- a. On March 6, 2023, Officer Figueroa began writing a report at 10:04 PM after a minor, Complainant's daughter, came into District E-13 and reported that her mother had assaulted her. He did not check the child's name in the system before writing the report, stating he typically doesn't when the child is the victim. He also did not notify the Operations Bureau, as he was unaware she had been reported missing by her mother or the Boston Police Department (BPD).
- b. According to Officer Figueroa, officers can typically identify a missing person in one of two ways:
 - i. If someone reports a missing person, the officer completes a 2012B form, obtains two signatures, and notifies the Operations Bureau, which broadcasts the missing person alert. The form and report are then faxed to the Missing Persons Unit.
 - ii. If an officer is already interacting with someone, such as a runaway, they can check the BPD database, which flags if the individual has been reported missing.
- c. Because Complainant's daughter did not mention being reported missing, Officer Figueroa treated the situation strictly as an assault and battery complaint. When the child said she didn't want to return home, he consulted Lieutenant McGoldrick. Figueroa informed McGoldrick that a trusted family acquaintance, Adult male who accompanied Complainant's minor daughter, was willing to take the child in, and the child wished to go with him. McGoldrick told the child, *"I cannot tell you that you cannot go with him, and I cannot tell you to stay."*
- d. Although BPD typically encourages minors to return home, other options include staying alone if the parent is arrested or placed into DCF custody. Figueroa checked Adult male who accompanied minor's criminal record, found no issues, informed McGoldrick, and allowed the child to leave with Adult male.
- e. Figueroa explained that in such cases, the child may choose to press charges against a parent, which can lead to an arrest even if the child later admits to lying. If only one parent is present, BPD must contact DCF. Figueroa claimed that if he had known the child was missing, he would have alerted



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dispatch to send officers from the appropriate district to retrieve her from Adult male's home.

- f. He noted that this approach would have required less work for him, as his shift was ending at 11:45 PM and the incident originated from another district. He stated that if the child had only been missing and not alleging abuse, he would have had to write a supplemental report confirming her well-being, offer medical aid, and return her to her home so long as no domestic violence was involved.
- g. Figueroa said he couldn't recall whether he spoke directly with DCF, but believed he did, as his report indicated he completed a 51A and notified them. He left the paperwork in a detective's box.
- h. He signed the report on March 7, 2023, at 8:20 AM. He believes he completed the first half of the report before ending his shift and that Lieutenant McGoldrick, who worked overtime, completed and approved the rest.
- i. Figueroa denied altering any report, stating officers cannot modify each other's entries. He claimed he only wrote the report and that McGoldrick made the final decisions.
- j. The next day, he discovered the child had been reported missing when the mother appeared at District E-13. The mother had learned her daughter was in Worcester around midnight and remained at the station until at least 6:00 AM, speaking with Lieutenant McGoldrick. Figueroa maintained that he did not know the child was missing during his shift and was not involved in that aspect of the case.
- k. He acknowledged that if he had known, he could have handled things differently. Once it became clear the child was missing, the proper response would have been to contact Worcester Police to verify her safety and arrange for her return to a local station. Figueroa stated this should have occurred around midnight. However, he didn't know whether Worcester Police were ever contacted, though he believed it may have happened. He emphasized that whoever first discovered the child was missing should have initiated that contact.



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19. **Attorney Kenneth H. Anderson, Esq.**, added that B-3 got called at 10:01 PM for the missing person report. The report is not complete until midnight, and it is not signed off on until 12:06 AM, and Officer Figueroa leaves work at 11:45 PM. Mr. Anderson stated that none of Complainant's minor daughter's information was in the system for Officer Figueroa to see, and when the mother called B-3 at 1:39 AM and 3:13 AM, B-3 told the parent that the child had gone to E-13 and to call E-13. Mr. Anderson stated that when the parent called E-13, Officer Figueroa was out of the district and had no contact with the parent. He stated that Officer Figueroa had no way to know that Complainant's minor daughter was missing when the officer saw Complainant's minor daughter at the front desk. Mr. Anderson stated that there was a department-wide alert for all departments to know that there was a missing person, but it was not out until midnight. He also stated that Officer Figueroa left at 11:45 PM. If the report was changed based on Complainant's allegations, Officer Figueroa was not present because Officer Figueroa's report was not signed off until 8:20 AM, and he does not know if the report was changed during the night. He stated that, based on Complainant's statement, at 3:13 AM, Complainant called B-3 and was then transferred to E-13, and Officer Figueroa had been out of work for about 4 hours already.
20. On October 12, 2023, BPD informed Investigator Vergara that there were no **audio-recorded calls** from Complainant's cell phone number to District E13 and B3. BPD also stated, "District phone line recordings are unreliable. This has been an ongoing issue for several years, with the District lines having recording issues. The District phone system will be updated to the VOIP phone system in the future. We hope that this resolves the recording issues on phones in the Districts."
21. **BPD Lieutenant Thomas Brooks interview:**
- a. On November 11, 2023, Lieutenant Thomas Brooks of the Boston Police Department, District B3 was interviewed regarding an incident that occurred on March 6, 2023. He stated that during that time, he was assigned to the overnight shift, which generally runs from 10:15 PM to 6:00 AM, although previously it was 10:45 PM to 6:30 AM. He was unsure of the exact shift start time on that particular night.
 - b. Lieutenant Brooks acknowledged that he didn't recall the specifics of the incident, but upon reviewing the police report I#XXXXXXXXXX, he confirmed that he approved the report filed by Officer Gregory O. Thornton.
- 2201 WASHINGTON ST | BOSTON, MA 02119 | BOSTON.GOV | 617-635-4224**



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Brooks explained that typically, when a missing person report is made, the process begins with the patrol officer, who gathers the information and fills out a form that includes several serial numbers. That form is then either faxed or called in to the Missing Persons Unit, which ensures it's entered into the system for citywide visibility.

- c. He noted that once a person is officially entered into the missing persons database, any officer across the city or even in places like Springfield can search their name and get a hit as a missing person. He emphasized that the Missing Persons Unit handles the digital entry, and this ensures the case is searchable through technological means.
- d. Regarding the report itself, Brooks confirmed the following timeline:
 - i. 10:01 PM: Officer Thornton *was dispatched to the scene.*
 - ii. 10:13 PM: Officer Thornton *arrived and spoke to Complainant.*
 - iii. 11:45 PM: Officer Thornton's shift ended, *but he stayed past his scheduled time to complete the report.*
 - iv. 11:55 PM: *Event was closed.*
 - v. 12:00 AM (March 7): *Final report version submitted.*
 - vi. 12:06 AM: *Lieutenant Brooks approved the report.*
- e. Brooks explained that it is standard practice for him to review and approve reports that are marked as "*pending*" after his shift begins. Depending on the case, he may:
 - i. Approve the report as is.
 - ii. Request edits (either by calling the officer or returning the report to draft status).
 - iii. Add notes and reject it for revision.
- f. He wasn't certain if it took him exactly six minutes to review and approve Officer Thornton's report, or if he had previously discussed it with the officer before formal submission.
- g. Lieutenant Brooks commended Officer Thornton's report as being "*well-descriptive,*" noting that Thornton went a step further by notifying the detective and documenting when the citywide broadcast of the Complainant's missing minor daughter went out. The report also indicated that Officer Bynum from the Missing Persons Unit was contacted and provided a missing person number, which is used to tag the file and ensure



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visibility across jurisdictions. It was also noted that Detective Burrows was listed as the supervising detective.

- h. Lieutenant Brooks explained that cases generally follow a process: once a report is filed, it goes to the detective unit, which then sends it to the Boston Regional Intelligence Center (BRIC) to create a flyer with relevant information. The flyer is shared via:
 - i. Police radio
 - ii. District-wide emails (sometimes)
 - iii. Internal communication channels
- i. When asked about inter-district communication, Brooks stated that all districts are technically connected, but practical awareness can vary. For example, although District B3 was handling the case, District E13 might not have been fully informed. He explained that if a citywide broadcast went out before midnight, E13 officers working at that time could have heard it. However, E13 wouldn't necessarily be responsible for following up unless they had received specific instructions or the missing person physically appeared there.
- j. This became relevant when the Complainant's missing minor daughter walked into E13 at 10:40 PM on March 6, over an hour before the report was officially approved and available citywide. Brooks explained that E13 wouldn't have had access to the report yet and likely treated the girl as someone reporting an assault rather than a missing person. At that point, there was no indication she was officially listed as missing.
- k. When asked about Complainant's follow-up call to B3 at 1:39 AM, Brooks said it's understandable why B3 had no update; they had not seen or made contact with Complainant's minor daughter. Since Complainant's minor daughter checked in at another district, B3 wasn't in a position to arrange placement or provide updates.
- l. Further complicating the situation, Complainant called B3 again at 3:13 AM on March 7 for an update and was told the child had entered E13. When asked about this, Brooks replied, "*I can't answer that one,*" reiterating that he would have only been informed if the child had come into B3 directly.
- m. He added that this case was unusual because Complainant was also a suspect in an alleged assault of her missing daughter, which shifted the nature of the investigation.



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- n. Brooks responded to Officer Figueroa's statement that Complainant's minor daughter wasn't in the missing person system when he checked by saying, *"It was not in the system yet."* He explained that system entries must be completed before names become searchable. In this case, Complainant's minor daughter walked into E13 before the report was finalized and entered, which meant E13 wouldn't have been aware of the missing person status.
 - o. Brooks stated that this situation likely could have been avoided if:
 - i. The E13 officer had heard the broadcast, recognized the name, and verified it with dispatch when Complainant's minor daughter walked in.
 - ii. There was more real-time coordination between districts during shift changes.
 - p. When asked whether B3 should have notified Worcester Police, Brooks said no, because B3 never had contact with Complainant's minor daughter and therefore had no basis to take further action.
 - q. Regarding responsibility for placing Complainant's minor daughter, Brooks explained that if DCF had custody, the police would follow their direction. If DCF only had a 51A report filed and not full custody, the police would make the placement decision, depending on the circumstances and availability.
 - r. In closing, Brooks stated that, from his perspective, protocols were followed: the broadcast went out, detectives were notified, and forms were sent. The confusion arose from timing and inter-district misalignment, not from procedural failure. He expressed sympathy for Complainant, saying:
 - i. *"My heart goes out to Complainant, but I think she has to understand that her daughter checked in at a different station while she was making a report."*
22. On August 1, 2025, Complainant **sent an email to** Investigator Vergara with eleven (11) attachments.
- a. **A DCF letter addressed** to Complainant on 03/31/23 showing that no additional protective services were initiated or continued as of March 31, 2025. DCF determined that the two allegations of Neglect and Physical abuse involving Complainant's minor daughter indicated "further provision of services is not necessary at the time."



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- b. A screenshot of the Complainant's call log on March 8, 2023, showing:
- i. A call was made to **XXX-XXX-XXXX**
 - ii. **Two calls** to DCF 800-792-5200. First call with the time stamp 1:24 AM for 1 hour and 5 minutes, and the second call at 4:54 AM for 17 minutes and 52 seconds.
 - iii. **Three (3) calls** to the Worcester Police Department
 - iv. A screenshot of the **voicemail transcript** from 617-343-4714 at 3:58 PM from a Detective saying, *“I actually spoke to your sister, Miss XXXXX. She informed me of everything that went on last night and as I said it just i know i was a lot, but your daughter is reunited with family members. So I am glad about that outcome, if you want to give me a call. Please do so, and I can be reached at XXX-XXX-XXXX. You have a good evening.”*
- c. A Screenshot of the Complainant's call log on March 7, 2023, showing:
- v. **One call on March 7, 2023**, at 4:29 AM to the Federal Bureau of Investigation (FBI) 857-386-2000 for 17 minutes and 53 seconds.
 - vi. **An incoming call from BPD/ B-3 617-343-4714** at 2:31 PM for 16 min and 43 seconds
 - vii. **An incoming call from DFC 800-792-5200** at 1:06 PM for 34 minutes and 50 seconds
 - viii. **An incoming call from BPD 617-343-5559** at 12:36 PM for 40 minutes and 7 seconds
 - ix. **A call to B3 617-343-4700 at 11:35 AM** for 42 minutes and 17 seconds
 - x. A screenshot of a **text message from the minor's friend from XXX-XXX-XXXX**.
- d. An **email from the Chief of Staff to Councilor Brian Worrell**, Lindsey Santana, to Complainant on March 16, 2023, at 10:38 AM, saying:
- xi. *“I am sorry that you have gone through this situation. The Councilor is reaching out to the Captain to address this issue. However, I wanted to encourage you to reach out to the Office of Police Accountability and Transparency (OPAT). They investigate citizen complaints of police misconduct.”*



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On April 25, 2025, Investigator Vergara sent a **Worcester Public Records Request** asking for all police reports maintained by the Worcester Police Department relating to Boston Police Incident Report #IXXXXXXXX, which occurred between March 6, 2023, and March 7, 2023. To date, OPAT has not yet received the Worcester police reports.

Investigator Vergara also requested the BRIC flyer **Record entry for NCIC and BRIC Flyer regarding the complainant's daughter**; however, Investigator Vergara did not receive the information.

CRB EVIDENCE LIST:

1. OPAT Complainant Form/Intake Forms
2. Original Police report I#XXXXXXXXXX on 3/06/2023
3. Police report I#XXXXXXXXXX on 03/07/2023
4. A screenshot of a text message from minor's friend from XXX-XXX-XXXX on March 7, 2023
5. Phone call video recording
6. Complainant's interview on March 20, March 21, March 31, 2023, and August 1, 2025.
7. CAD sheet PXXXXXXXXX, case number I#XXXXXXXXXX for March 6, 2023
8. Turret tape for CAD sheet PXXXXXXXXX, case number I#XXXXXXXXXX for March 6, 2023.
9. Event Information sheet PXXXXXXXXX, case number I#XXXXXXXXXX for March 6, 2023.
10. 911 call dated 03/06/23.
11. CAD sheet PXXXXXXXXX, case number I#XXXXXXXXXX dated 03/07/23.
12. Event Information sheet PXXXXXXXXX IVPER- INVCHD dated 03/07/23
13. BWC footage for Officer Gregory O. Thornton (#155473).
14. Adult male who accompanied Complainant's minor's interview on April 3, 2023
15. Original Police Report I#XXXXXXXXXX dated March 6, 2023, and a supplemental report with the same incident number dated, March 7, 2023.
16. Copies of police reports provided by Complainant: I#XXXXXXXXXX and I#XXXXXXXXXX.
17. BPD Officer Angel Figueroa interview on June 26, 2023.
18. Attorney Kenneth H. Anderson interviewed on June 26, 2023.



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19. BPD Officer Lieutenant Thomas Brooks interview on November 11, 2023
20. A DCF letter addressed to Complainant on 03/31/23
21. A screenshot of the Complainant's call log on March 8, 2023
22. A Screenshot of the Complainant's call log on March 7, 2023
23. Email from the Chief of Staff to Councilor Brian Worrell, Lindsey Santana, to Complainant on March 16, 2023

CRB BOARD DECISION:

The CRB reached a **Unanimous decision (6-0)** of **Sustained** regarding allegations against the following BPD employees in violation of **Rule 102§4 (Neglect of Duty)**.

BPD Employee Name	Applicable BPD Rule	Finding / Recommendation
Officer Angel Figueroa	Rule 102§4 (Neglect of Duty)	Sustained
Lieutenant Kevin P. McGoldrick's	Rule 102§4 (Neglect of Duty)	Sustained
Officer Gregory O. Thornton	Rule 102§4 (Neglect of Duty)	Sustained
Emergency Comm Spec-Support Analyst Debra Bynum	Rule 102§4 (Neglect of Duty)	Sustained

Officer Gregory O. Thornton (B3) completed the missing person report but failed to promptly enter the alert into systemwide databases. The delay meant the child was not flagged in the system when she appeared at District E-13 at 10:40 PM. This breakdown is critical, as interviews with Lieutenant Brooks and Officer Figueroa confirmed that without timely entry, other agencies remained unaware of the case, severely limiting coordinated efforts.



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Officer Angel Figueroa (E13) took a report from the minor alleging parental abuse, but neglected to verify the child's identity or check the system for existing runaway or missing person reports. Despite the minor's serious allegations, Officer Figueroa released her to an unrelated adult without confirming DCF custody or a court order. Complainant actively called multiple departments and DCF during this period, but Officer Figueroa failed to notify the mother, further exacerbating the risk to the child. In the section of the police report IXXXXXX under Relationship Addendum, Figueroa noted in the report that adult male's relationship to Complainant is unknown.

Lieutenant Kevin P. McGoldrick (E13) supervised this interaction but allowed the minor's release without confirming legal custody or contacting DCF, the missing persons unit, or the parent. His failure to run an ID check or engage necessary parties constitutes a lapse in supervisory responsibility, especially in a high-risk juvenile case.

Debra D. Bynum (Missing Persons Unit) was responsible for entering the missing child alert, but did not ensure the alert was live before the child arrived at E-13. Evidence shows a lack of confirmation that the alert was broadcast in a timely manner, directly contributing to cross-district coordination failures. Additionally, Ms. Bynum did not respond to OPAT interview requests, limiting accountability and transparency.

Further, the investigation was hindered by incomplete evidence and some officers' failure to be interviewed. The following evidence requests were not provided to OPAT.

- Recordings of calls from Complainant to the district
- The BOLO flyer issued by BRIC
- NCIC record entry confirmation
- Interview records of Complainant's daughter
- DCF records and a copy of the 51A report
- Worcester Police report
- Body-worn camera footage



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CRB RECOMMENDED DISCIPLINE:

According to the Discipline Matrix established by the Boston Police Department, CRB has recommended the following discipline for the following Boston Police Officers:

BPD Employee Name	Applicable BPD Rule	Recommended Discipline
Officer Angel Figueroa	Rule 102§4 (Neglect of Duty)	1 Day Suspension plus training
Lieutenant Kevin P. McGoldrick	Rule 102§4 (Neglect of Duty)	1 Day Suspension plus training
Officer Gregory O. Thornton	Rule 102§4 (Neglect of Duty)	1 Day Suspension plus training
Emergency Comm Spec-Support Analyst Debra Bynum	Rule 102§4 (Neglect of Duty)	1 Day Suspension plus training

Training Recommendation:

To prevent similar failures in the future, the CRB strongly recommends that the Boston Police Department provide targeted training to Officer Angel Figueroa, Officer Gregory O. Thornton, Lieutenant Kevin P. McGoldrick and Emergency Comm Spec-Support Analyst Debra Bynum. This training should incorporate:

- Legal and ethical responsibilities when interacting with minors
- Coordination protocols with DCF, other districts, and outside jurisdictions
- Ethical decision-making in high-pressure situations
- Accurate and timely documentation of missing person reports